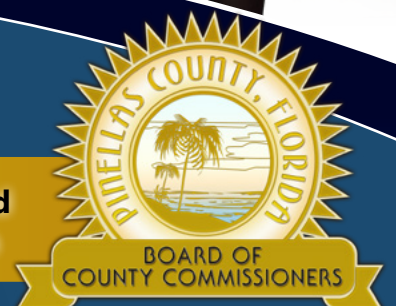




# Pinellas County Government **2022 Accomplishments**



**Our Vision: To be the Standard  
for Public Service in America**







# Board of County Commissioners

## At-Large Districts



**District 1**  
Janet C. Long  
2020 - 2024  
(727) 464-3365



**District 2**  
Brian Scott  
2022 - 2026  
(727) 464-3360



**District 3**  
Charlie Justice  
2020 - 2024  
(727) 464-3363

## Single-Member Districts



**District 4**  
Dave Eggers  
2022 - 2026  
(727) 464-3276



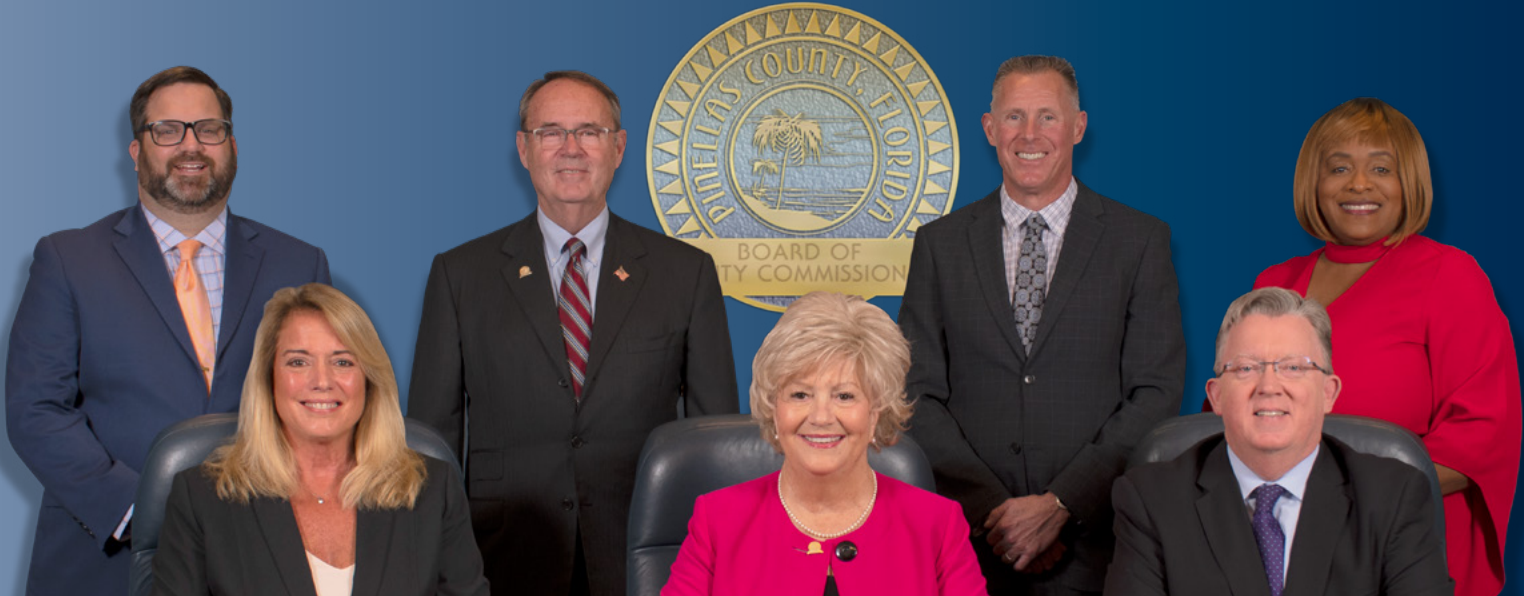
**District 5**  
Chris Latvala  
2022 - 2024  
(727) 464-3278



**District 6**  
Kathleen Peters  
2022 - 2026  
(727) 464-3568



**District 7**  
René Flowers  
2022 - 2024  
(727) 464-3614



## Message From Your Board

As your Board of County Commissioners, it's our honor to work with you to set the direction for our County government.

After November's election, we welcomed two members, Commissioner Brian Scott and Commissioner Chris Latvala. Commissioners Dave Eggers, René Flowers and Kathleen Peters were reelected to the Board.

As your Commission, we've set high standards for our County government, focused on both fiscal responsibility and providing first-class services. We're pleased to report on the County's accomplishments.

In 2022, our County saw an economic resurgence as we broke tourism records, bringing more than \$10 billion to our local economy. We achieved an unemployment rate below 3% and continued to attract new businesses to the County.

For the second straight year, we lowered property tax rates across Pinellas County, and we continued to have the lowest per capita debt among large Florida counties, a clear sign of our strong financial stewardship on behalf of taxpayers.

This year, we took many actions for our residents. To address the increasing cost of housing, we've passed a Tenant's Bill of Rights and supported partnerships to create more homes people can afford. We passed a retail pet store ordinance to address concerns about animal wellbeing, and we provided direction for smart use of the American Rescue Plan Act federal funds.

Our work to stabilize the Transportation Trust Fund and to dedicate additional resources to transportation is paying off with significant increases in sidewalk and road improvements. We're also proud of the continued extensions of the Pinellas Trail, enjoyed by thousands of our residents every year.

We, along with County Administrator Barry A. Burton, invite you to review the highlights of our 2022 accomplishments in this report, and we welcome your input and feedback as we move into 2023.

We thank you for your trust in us. It is a pleasure to serve you.

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*Janet C. Long Kathleen Peters*  
*Dave Eggers René Flowers Charlie Justice*





# Top Accomplishments from 2022

As we enter the new year, Pinellas County has seen property values and tourism rebound. The fiscal and operational condition of Pinellas County is strong. We are pleased to share our top accomplishments from 2022 and major highlights from each area of our Strategic Plan in the sections that follow.



Building Development and Review Services assisting customer



## Setting the Standard for Public Service

### Rolling Back the Property Tax Rate and Smart Budgeting

- **Lowered the countywide property tax rate** for the second year in a row.
- **Maintained a strong fund balance and minimal debt.**
- **Reduced millage rates** for a majority of dependent fire districts and the Emergency Medical Services Fund while enhancing systems and maintaining fund reserves.
- **Initiated plans to invest the \$189 million ARPA funds** in ways that will have a lasting impact on underserved communities and provide major reinvestments in infrastructure.

- **Balanced the Penny for Pinellas for the 10-year term** of the sales tax levy by focusing on the original 2017 projects, updating revenue and cost estimates, and leveraging additional funding sources such as the American Rescue Plan Act (ARPA).



### Strengthening Our Support for Behavioral Health

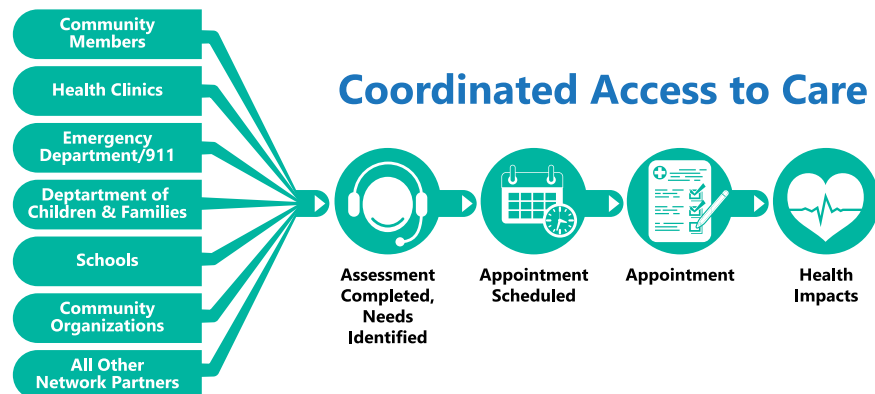
- **Completed plans for a new access model** to make it easier to connect people to services.
- **Helped our partners better evaluate and improve performance** by standardizing data reporting requirements.
- **Expanded teams that provide mental health professionals on-site in crisis situations** through the Sheriff's office and fire and medical services.

### Championing Housing Solutions

- **Helped 5,443 households with rent and utility payments** through a partnership with the City of St. Petersburg and \$45.7 million of Federal Emergency Rental Assistance Program funds.
- **Offered housing programs**, including home buyer counseling classes, down payment and home repair loans, and rental assistance.



- **Passed a Tenants Bill of Rights** to protect renters.
- **Supported 1,133 affordable homes** with three new projects approved for funding, four under construction and four completed in the past year.
- **Adopted the Advantage Pinellas Housing Compact** along with many of our city partners to establish a unified approach to addressing housing issues.







Greater Ridgecrest Gateway Sign unveiling



Pinellas Trail North Gap connection ribbon cutting

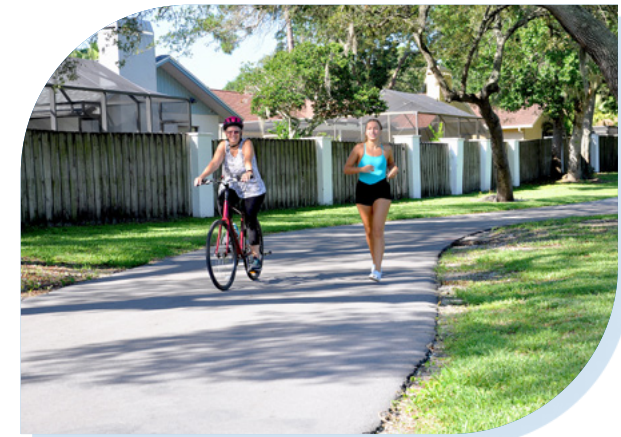
### Increasing Investments in Roads, Bridges and Sidewalks

- Stabilized the **Transportation Trust Fund** to pay for future road, bridge, sidewalk and right of way maintenance.
- Developed a **proactive sidewalk maintenance plan** to enhance pedestrian and bike safety.
- Completed nearly **90% of backlogged sidewalk repairs** in our two-year repair strategy for better connectivity.
- **Resurfaced approximately 90 lane-miles** as part of the Pavement Preservation Program.



### Growing the Pinellas Trail

- Completed the **Pinellas Trail North Gap**, adding 6.8 miles of trail from John Chesnut Park to the Duke Energy Trailhead at Enterprise Rd. The trail now extends a total of 64.7 miles.
- Began construction design for a segment of the **Pinellas Trail's South Gap** from 126th Ave North to Haines-Bayshore Road.



### Celebrating Our History and Investing in Neighborhoods

- Allocated nearly **\$33.5 million in ARPA** funding to address community priorities for construction by 2026, including **community parks in High Point and Dansville**, new **trails** to connect Ridgecrest to local parks, expanding a **stormwater facility in Palm Harbor**, **Ray Neri Park amenities**, new **sidewalks** for safe routes to schools, and improving stormwater systems.
- **Dedicated the Greater Ridgecrest and Dansville Gateway Signs and Dan Henry Historical Marker** to honor the history and identity of the Ridgecrest and Dansville communities.
- **Supported culture, recreation, and community engagement opportunities for residents** in unincorporated areas with special project grants for the Palm Harbor Library, East Lake Recreation, Feather Sound Community Services District, the Florida Dream Center and Police Athletic League.
- **Established a variety of programs to improve the community within the Lealman CRA** such as alleyway cleanup, residential and commercial façade program, murals, gateway and wayfinding signage, home investment program with Habitat and rehabilitation program with Rebuilding Together Tampa Bay.



### Developing Partnerships to Accomplish More for Our Residents

- **Participated in CareerSource Summer Internship Program** for low-income students.
- **Established community-based resident volunteers** in Greenwood and South St. Petersburg to improve code compliance, increase rate of lost pets returned to owners, and serve as liaison with Animal Services about animal-related issues in the community.
- **Partnered with Pinellas County Schools in their on-the-job training program** for special education students.
- **Implemented Return to Field Program** in collaboration with Friends of Strays, reducing cat intakes.
- Offered three **community-based pet vaccination clinics** in underserved communities in partnership with the Humane Society of Pinellas.
- **Provided donated pet food** to families in need through a partnership with four county food banks.



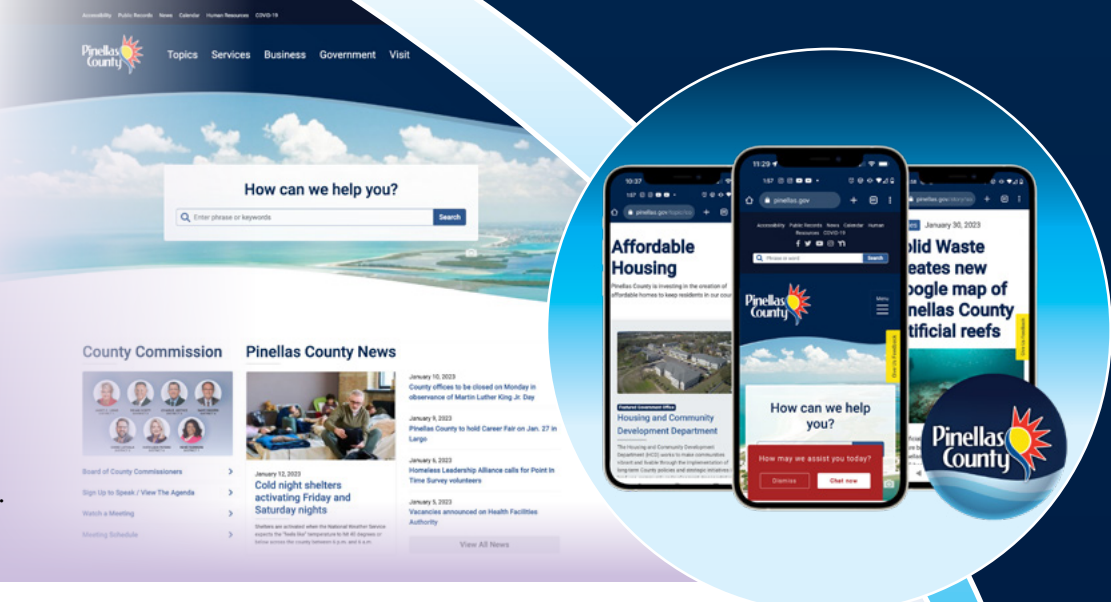




Pinellas County Public Works crew clearing a large drainage easement

## New website, Pinellas.gov

In 2022 and after receiving broad public input, we launched our new website, Pinellas.gov. The website is mobile-friendly and easier to use and maintain. The new feedback option allows us to address our residents' suggestions every day and continuously improve our service.



## Delivering First-Class Services

From websites to water, we work around the clock to serve our residents and visitors.

### 2022 Highlights

#### Reaching Residents Online

- Gained over **17,000 new followers** on the County's main social media accounts.
- Posts achieved over **13.5 million impressions**.
- **84 video posts** shared across main County social media accounts **viewed more than 400,000 times**; **350+ videos** posted on Visit St. Pete-Clearwater's pages **viewed 12 million times**.
- **3.1 million people** visited the County website.



- Answered nearly **10,000 live chat inquiries**, over **250 Facebook messages** and close to **3,000 telephone calls from our residents**.

#### Improving Our Roadways

- Resurfaced approximately **90 lane-miles** as part of the Pavement Preservation Program.
- Developed a **proactive sidewalk maintenance plan** to enhance pedestrian and bike safety, including the Safe Routes to Schools Program in underserved neighborhoods.



- Completed **nearly 90% of backlogged sidewalk repairs** in our two-year repair strategy aimed at better connectivity.
- Repaired or replaced over **41,130 linear feet of sidewalk**.
- Fixed nearly **100% of reported potholes** within three days of report.
- Maintenance teams responded to **more than 1,700 emergency service requests** within 24 hours from Oct. 2021-Sept. 2022.

#### Providing Safe Water

- Provided **over 18 billion gallons** of safe drinking water to our utility customers.
- Performed **nearly 50,000 water quality laboratory tests** to support regulatory compliance requirements of water, wastewater, stormwater, solid waste, and groundwater monitoring wells systems and facilities.



#### Improving Wastewater Treatment

- Treated **9.9 billion gallons of wastewater** and produced **6.6 billion gallons of reclaimed water**.



- Lined and replaced **18,820 feet of pipe**.
- Obtained grants totaling **\$28.4 million** for wastewater collection system improvements to mobile home parks and building hardening.
- Dedicated more than \$30 million in ARPA funds for the Utilities **Septic to Sewer initiative** and projects aimed at **improving treatment plant operations** at the South Cross Bayou Reclamation Facility.

#### Responding to Property Needs

- Issued more than **28,000 building permits** and conducted more than **76,000 inspections** to ensure building safety.
- Processed **1,618 right-of-way use permits**.
- Conducted almost **13,000 inspections and investigations** into code concerns to ensure the health and safety of residents.
- **Resolved 2,400 code complaints** through voluntary compliance.

#### Helping Each Other

- County volunteers and interns contributed **over 98,000 hours of service**, the equivalent of more than **\$2.8 million** in taxpayer dollars.

#### Serving Veterans

- **Served 2,224 local veterans** and their families in finding benefits and support.





Emergency Operations Center press conference during Hurricane Ian

## Hurricane Ian Response

As the historic Hurricane Ian moved towards the west coast of Florida, Pinellas County was ready to make sure our residents could be prepared and protected. More than **5,200 residents and their pets found safety inside our 25 community shelters**. The County Information Center answered over 17,000 calls and live chats with your questions.



## Making Pinellas Safer & Healthier

We respond to disasters, send lifesaving help and lend a helping hand.

### 2022 Highlights

#### Answering Those in Need

- Received an average of **788 calls per day** to EMS and Fire Departments with a **4.5-minute** average response time.
- Constructed **new Lealman Fire Station 19**.
- Implemented **Closest Unit Dispatch** for EMS and began closest unit for Fire agencies.

#### Responding to Opioid Crisis

- Expanded the Quick Response Team** Model to include Law Enforcement and Fire for rapid deployment of engagement teams into opioid treatment.
- Expanded Opioid mitigation efforts** to respond to the ongoing substance abuse crisis.
- Implemented the Pinellas Matters** pilot program at Bayfront Hospital/Orlando Health aimed at **treating opioid use disorder in the Emergency Department** and expediting care.



#### Caring for the Homeless

- Purchased a New Mobile Medical Unit (MMU)** for the Healthcare for the Homeless Program.



- Worked with partners to successfully implement the **Street Medicine Program for individuals experiencing homelessness**, delivering primary care, wound care, dental care and access to behavioral health care.


#### Supporting Behavioral Health

- Implemented the **Pinellas Mental Health Treatment Court** through the grant award from the U.S Department of Justice, Bureau of Justice Assistance. This specialty court is designed to divert individuals with serious mental health disorders from the criminal justice system and into community-based treatment and supportive services.
- Established a contractual **optimal data set** requirement for all providers of behavioral health care **to standardize and improve performance management**.

#### Supporting All Ages

- Successfully implemented the 5-year Pinellas County **Age-Friendly Plan**.

#### Alerting You to Potential Hazards

-  Launched **new and improved Ready Pinellas** emergency preparedness app with more than 34,000 new downloads.
- Sent over 800 messages to residents and partners through **Alert Pinellas**, the County's emergency notification service.
- Over 25,000 additional residents** registered for Alert Pinellas.

#### Preparing for Emergencies

- Updated evacuation zones** based on the latest data and communicated changes to residents.
- Distributed **138,000** All Hazards Preparedness Guides in **English, Spanish and Vietnamese**.
- Handed out **1,000 hurricane kits** to residents in at-risk communities in coordination with partners.

#### Keeping Pedestrians and Bicyclists Safe

- Distributed more than **6,000 safety devices** and **1,700 educational resources** to vulnerable pedestrians and bicyclists.
- Fitted **612 bike helmets** for kids.



#### Protecting Pets and People

- Implemented a **Retail Pet Store Ordinance** to address the retail sale of dogs.



- Animal control officers conducted **over 11,000 field visits** to ensure animal welfare and resident safety.
- Licensed over **200,000 pets**.

#### Addressing Consumer Needs

- Obtained more than \$1.3 million in refunds and restitution** for residents based on their consumer complaints.
- Launched **mobile parking technology** at County beach parks, allowing guests to make convenient payments and alleviate traffic entering parks.
- Investigated **nearly 600 complaints** of unlicensed contracting and consumer complaints against licensed contractors.







Living Shoreline installation at Philippe Park

## Expanding Our Green Fleet

As older vehicles need to be replaced, we're acquiring electric and alternative-fuel vehicles.

100% electric   
green fleet



## Protecting Our Environment

We continue to build environmental stewardship, resilience and sustainability into our day-to-day actions, services and programs.

### 2022 Highlights

#### Adapting to Our Changing Climate

- Installed nearly **400 feet of oyster bags** along the shoreline at Philippe Park and an **additional 700 feet offshore** to create an oyster reef, improving water quality, increasing wildlife habitats, and protecting the shoreline.



- Received **more than \$829,000** in Resilient Florida Funding to support living shorelines and resiliency planning.
- Obtained a **\$3.4 million Resilient Florida grant from FDEP for Utilities Building Hardening and Reliability Improvements** to support staging and emergency operations during hurricane related events.
- Continued to plan all bridges and other capital improvements using **sea level projection tools** to improve resiliency.

#### Managing Stormwater

- Added **9 new Adopt-A-Pond communities** to manage stormwater ponds and improve water quality, habitat restoration, drainage and flood protection.



#### Controlling Mosquitoes

- Treated **approximately 277,000 acres** for mosquitoes, reducing mosquito populations by **3%** against the **last eight-year average**.
- Empowered **nearly 4,000 residents** to control mosquitoes through **11 events, classes and presentations**.



#### Keeping Our Community Clean

- Maintained vegetation from **713** permitted stormwater facilities, **261** stormwater ponds, approximately **27 miles** of ditches and **190 miles** of rights-of-way to improve drainage, reduce flooding and prevent mosquito breeding.
- Swept **over 22,000 miles of county streets** to remove hazards and protect local waterways.

#### Leading the Way in Waste Management

- Recycled **47 million pounds** of metal, turned **81 million pounds** of yard waste into mulch and diverted **1.3 million pounds** of household electronics and chemicals from the municipal solid waste stream.



- Generated **329,347 Renewable Energy Credits** by selling power produced by the Waste-to-Energy Facility. The credits are then sold to multiple entities to balance their organizational carbon footprint.
- Standardized recycling contracts and developed a public education campaign to properly dispose of rechargeable batteries.
- Educated **1,716 county businesses** on proper solid and hazardous waste management.

#### Getting Out in Nature

- County boat ramps allowed **1.2 million visitors** to enjoy Tampa Bay and the Gulf of Mexico, a 7.6% increase from 2021.
- More than **20 million visitors** enjoyed our 22 parks and preserves.
- Pinellas Trail recorded more than **1.65 million trail users** on bike, foot and skates.



#### Protecting and Improving Our Parks

- Received over **\$17 million** in a Community Development Block Grant (CDBG) for the Joe's Creek Greenway Restoration Project to improve resiliency, floodplain capacity and water quality.
- Developed an **Injured and Nuisance Wildlife Management Policy** for our park rangers to prevent destruction or abuse of wildlife.
- Trained **186 participants** from Pinellas County and municipal agencies in industry-leading, sustainable **Integrated Vegetation Management Program**.
- Designated Pinellas County as a **Bee City USA Affiliate** to recognize the commitment to the promotion and protection of pollinators.

#### Conserving and Using Renewable Energy

- Continued participation in Duke Energy Florida's Clean Energy Connection Program, offsetting **5,508 kilowatts per year** of County energy use produced by renewable energy sources.
- Established a new program to **decrease the County's energy and water use**, reducing our impact on the environment.





ARK Innovation Center Rendering

## Record-Breaking Tourism Brings \$10 Billion to Our Economy

Tourism is always a large economic driver in Pinellas County and 2022 was our best year yet. **More than 15.7 million visitors from around the globe came to Pinellas** to enjoy the beauty, art and culture our area offers, creating a total economic impact of more than \$10 billion to the local economy.



## Strengthening Our Economy

We support our community by improving infrastructure and investing in neighborhoods to grow new businesses and draw visitors.

### 2022 Highlights

#### Accelerating Job Growth and the Economy

- The County-operated Young-Rainey Science Technology and Research (STAR) Center provided a worksite for 1,760+ private sector jobs contributing **\$160.8+ million in wages** to Pinellas residents.
- Conducted a review of Economic Development efforts on a regional basis to improve collaboration with other counties and regional partners.
- Adopted **Plan Pinellas**, a major update to the Pinellas County Comprehensive Plan.



#### Targeting New Business

- Began construction on a **new regional incubator**, the ARK Innovation Center, that will catalyze future startups and technology companies in the region.
- Opened **Brooker Creek South**, a 130,000 square foot space that supports three employers in high-wage target industries.
- Made conditional approvals for twelve Employment Sites Program (ESP) grants that will create **688,425 square feet of new industrial, flex, manufacturing and office space**.
- Developed **new transparent criteria and scoring for the Ad Valorem Tax Exemption** program to improve the process for recruiting and retaining target industries.



#### Supporting Local Businesses

- Responded to **167 project leads**, provided **52 business retention visits**, and had 538 meaningful engagements.
- Provided 49 company training grant presentations.
- Awarded over **\$28.3 million** in contracts to 705 Small Business Enterprises.
- Consulted with businesses for **more than 2,866 hours of one-on-one meetings**, facilitated over \$6.09 million in loans and grants for businesses.
- **26 new businesses** opened their doors and created over 372 jobs.



- Generated **\$44 million in capital investment** through business assistance, expansion and relocation efforts.
- Brought in over \$439,864 in workforce training grants for Pinellas companies, leading to **1,382 jobs created or retained**.



#### Expanding the Airport (PIE)

- Expanded to **65 non-stop destinations**, the most in its history.



- Added **two new commercial airlines** (Sun Country, Swoop).
- **Exceeded 2.4 million passengers**, the most in PIE's history.





BCC Farmshare event in Lealman



## Keeping a Great Workforce

In a tight job market, we continue to be proud of our staff and committed to keeping a talented workforce.

## 2022 Highlights

### Giving Back to Our Community



- Provided **110 bikes and helmets**, as well as **79 bike locks for children** through the Annual Employee Holiday Bike Drive.



- Educated **20 teenagers and 35 middle schoolers** about careers in public service through our Youth Summer Programs at the Hispanic Outreach Center and the Lealman and Asian Neighborhood Family Center.



- Employees volunteered **115 hours** participating in the Great American Teach-In.

### Making a Safer Workplace

- Certified **144 employees** in CPR, first aid and Automated External Defibrillator use.
- Exceeded **five-year goal** in training more than **1,233 employees** in OSHA workplace safety.

## Honoring High Performance

We remain committed to retaining a quality workforce and maintaining a high level of service for our residents.

- Continued implementation of career paths and ladders program in nine departments, representing about 1,200 employees.
- Implemented departmental recognition and incentive programs.
- Recognized outstanding service of employees at County Commission meetings.
- Instituted a remote work policy.
- Embraced trainee programs.



Paramedic of the Year



2022 Special Operation Professionals of the Year



Outstanding Customer Service and Team Support



Emergency Medical Services Award

### Award Winners

#### Communications

- Received Live **HelpNow's Best Customer Service Award** for every month in FY22.

#### County Administration

- The International City/County Management Association recognized Deputy County Administrator/Chief of Staff Jill Silverboard as a Top 10 Finalist for the 2022 League of **Women in Government Leadership** Trailblazer Award.

#### Office of Management & Budget

- **Received the Distinguished Budget Presentation Award** from the Government Finance Officers Association for the 17th consecutive year.

#### Parks & Conservation Resources

- Earned the **USDA's People's Garden Award** for the Chester Ochs Garden.
- Sandy Hernandez earned the **President's Volunteer Service Award** for 4,000 hours of volunteer work.
- The Association of Natural Resource Extension Professionals awarded Lara Milligan and the Naturally Florida Podcast **first place for Promotion and Marketing Materials** and **second place for Podcast or Radio**.

#### Public Works

- Received **5-year reaccreditation from the American Public Works Association** as one of the world's best Public Works departments.
- Department Director Kelli Hammer Levy earned **APWA Florida West Coast's Public Works Director of the Year**.

#### Utilities

- Awarded the **Florida Section American Water Works Association Most Improved Water Treatment Plant Award** out of multiple water treatment utilities statewide.

#### Visit St. Pete-Clearwater

- Received **U.S. Travel's Destiny Award for Best Destination Website** and named a finalist for best PR Campaign.
- Earned **Visit Florida's Bronze Flagler Award** for the Gulf to Bay Destination Magazine in the Resource/Promotional Material – Consumer category.
- Awarded **Outstanding Website** for the Visit St. Pete/Clearwater Website Relaunch.
- Earned **Convention South's 2022 Readers' Choice Award** as a top destination in the region.
- The Hospitality Sales & Marketing Association nationally recognized **three marketing programs**:
  - ▶ Silver for the PR Campaign around Super Bowl LV and the Clearwater Marine Aquarium Dolphin predictions
  - ▶ Bronze for an integrated marketing campaign with Visit Florida and Life's Rewards
  - ▶ Bronze for Atlas Obscura Brand Alliance





# Pinellas County's Strategic Plan



## Deliver First-Class Services to the Public and Our Customers

- 5.1 Maximize partner relationships and public outreach
- 5.2 Be responsible stewards of the public's resources
- 5.3 Ensure effective and efficient delivery of county services and support
- 5.4 Strive to serve the needs of all Pinellas County residents and customers



## Ensure Public Health, Safety, and Welfare

- 2.1 Provide planning, coordination, prevention, and protective services to create and enhance a safe, secure, and healthy community
- 2.2 Be a facilitator, convener, and purchaser of services for those in need
- 2.3 Provide comprehensive services to connect our veterans and dependents to the benefits they have earned
- 2.4 Support programs that seek to prevent and remedy the causes of homelessness and move homeless individuals and families to permanent housing
- 2.5 Enhance pedestrian and bicycle safety



## Practice Superior Environmental Stewardship

- 3.1 Implement green technologies and practices where practical
- 3.2 Preserve and manage environmental lands, beaches, parks, and historical assets
- 3.3 Protect and improve the quality of our water, air, and other natural resources
- 3.4 Reduce/reuse/recycle resources. Including energy, water, and solid waste
- 3.5 Foster a sustainable and resilient community that is prepared for sea level rise and a changing climate



## Foster Continual Economic Growth and Vitality

- 4.1 Proactively attract and retain businesses with targeted jobs to the county and the region
- 4.2 Invest in communities that need the most
- 4.3 Catalyze redevelopment through planning and regulatory programs
- 4.4 Invest in infrastructure to meet current and future needs
- 4.5 Provide safe and effective transportation systems to support the efficient flow of motorists, commerce, and regional connectivity
- 4.6 Support a vibrant community with recreation, arts, and culture to attract residents and visitors



## Create a Quality Workforce in a Positive, Supportive Organization

- 1.1 Recruit, select, and retain the most diverse and talented workforce
- 1.2 Leverage, promote, and expand opportunities for workforce growth and development
- 1.3 Make workforce safety and wellness a priority
- 1.4 Maintain a fair and competitive compensation package







**Pinellas.gov**

315 Court Street, Clearwater, FL 33756

